

Team Spotlight Claims Reporting

#WeAreCitizens



Meet the Team - Claims Reporting

The Claims Reporting Team strongly believes that behind every great decision is data. That's why it's enthusiastic about using reporting tools to deliver claims and other Citizens data to the Claims division, other Citizens units, vendors such as independent adjusting firms, and state regulators - so they can make the best operational decisions possible.

"We strongly believe in teamwork! It takes all of us to be successful," the team agreed. "We love to work with information and love to share it."

Who are you?

We're the Claims Reporting Team within the Claims division. Our team is all located in Jacksonville.

Who's on the team?

- Margaret Critz, Business Analysis Manager
- Mythili Venkatesh, Business Analysis Team Lead
- Sarika Vyawahare, Senior Data Analyst
- Aruna Battini, Intermediate Data Analyst
- Emily Halm, Intermediate Data Analyst
- Michael Dzioba, Data Analyst I
- Jennifer Elliott, Data Analyst I
- Francheska Reyes, Data Analyst I

What does the team do?

In short, we deliver standard reporting to Citizens' Claims division and its business partners, providing metrics to support operational management. We use IBM's Cognos Analytics and Microsoft's Power BI to create reporting/dashboards that allow for business self-service reporting and customization. In addition, we often provide ad hoc data and reports in support of trend and system analysis and statutory requests, such as those from Florida's Office of Insurance Regulation (OIR).

How does the team fit into Citizens?

The Claims Reporting Team supports Citizens' value of transparency and its commitment to making data-driven decisions. The team's reporting helps business partners with metrics for data-driven operational management decisions as well as for statutory reporting and industry metrics that allow Citizens to remain transparent with our most valued customer – the citizens of Florida. This includes anything from records requests to assignment of benefits (AOB) data calls from the OIR to fulfill statutory requirements.

What is the work you perform?

Our reporting is comprised primarily of ClaimCenter®, ContactManager and Credentialing Administration Information System (CAIS) data from Citizens. We also provide daily, weekly and monthly reporting to Claims business units and independent adjusters firms in support of their operational management of those forces in the field.

The ad hoc reporting requests we receive are many and varied. In 2020, we completed more than 100 requests. We also provide onboarding support and claims milestone metrics in the event of a catastrophe, such as a hurricane.

What are you working on now?

Many of our current objectives involve Power BI. We are continuously assessing existing reporting to determine which reports are candidates for automation in Cognos or re-creation in Power BI. In addition, we are currently working on projects to enable more in-depth reporting with myService, OpenScape and Xactimate data. Enhancement and new report requests come our way on a regular basis. We enjoy the variety!

Who do you regularly interact with?

We are lucky to work with most of the business units within Claims and many throughout the organization. Some of our regular partners include Vendor Administration, Quality Assurance, Catastrophe Operations and the front-end ClaimCenter team. Outside the division, we work very closely with the Data Engineering and Analytics team on data and table structure, sometimes partnering on Cognos and Power BI. We also are fortunate to work with some external claims vendors regarding firm level performance metrics.

What do you want employees to know about you?

We strongly believe in teamwork! It takes all of us to be successful. We love to work with information and love to share it with the organization. We welcome your data and reporting requests and if you request something unfamiliar, we'll find the answer!

We are constantly learning – from new tools to new processes. We work hard to stay current with our knowledge and do a lot of self-teaching. Trial and error are part of the job! We thrive on variety and it's lucky we do! Our team provides information to virtually every unit at Citizens and in so many ways: reports, scorecards, forms, templates and dashboards – just to name a few.

We like to have fun and take advantage of Citizens events to bond as a team. In 2019, our Halloween costume, "Zombie Snow White and the Seven Reported Dead Dwarfs," was a winner in the corporate costume contest. At the same time, we pride ourselves on the quality of our work and we are diligent and committed – to each other and to the organization.